

## **GROUP THREE**

### **JOB TITLES**

**DEPARTMENTAL MANAGER 13/14/15**  
**EMPLOYMENT SERVICE MANAGER 14/15**  
**EMPLOYMENT SERVICE SUPERVISOR 12**

### **COMPETENCIES**

- **Aligning Performance for Success**  
Focusing and guiding others in accomplishing work objectives.
- **Building Trust**  
Interacting with others in a way that gives them confidence in one's intentions and those of the organization.
- **Coaching**  
Providing timely guidance and feedback to help staff strengthen specific knowledge and skill areas needed to accomplish a task or solve a problem.
- **Communication**  
Clearly conveying and receiving information and ideas through a variety of media to individuals or groups in a manner that engages the audience, helps them understand and retain the message, and permits response and feedback from the listener.
- **Customer Focus**  
Making customers and their needs a primary focus of one's actions; developing and sustaining productive customer relationships.
- **Decision Making**  
Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences.
- **Delegating Responsibility**  
Allocating decision-making authority and/or task responsibility to appropriate others to maximize the organization's and individual's effectiveness.
- **Developing A Successful Team**  
Using appropriate methods and a flexible interpersonal style to help develop a cohesive team; facilitating the completion of team goals.
- **Managing Conflict**  
Dealing effectively with others in antagonistic situations; using appropriate interpersonal styles and methods to reduce tension or conflict between two or more people.

- **Planning and Organizing Work**  
Establishing courses of action for self and others to ensure that work is completed efficiently.
- **Safety Awareness**  
Being aware of conditions that affect employee safety.
- **Stress Tolerance**  
Maintaining stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organization.
- **Technical/Professional Knowledge & Skills**  
Possessing, acquiring, and maintaining the technical/professional expertise required to do the job effectively and to create customer solutions. Technical/professional expertise is demonstrated through problem solving, applying technical knowledge, and product and service management for the functional area in which one operates.
- **Work Standards**  
Setting high standards of performance for self and staff; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.